

What is claimed is:

1. A method of managing telephone activity in an institution, comprising the steps of:

5 (1) providing a first communication connection between an institutional caller and an outside recipient;

(2) sensing tones present along said first communication connection;

10 (3) comparing said tones with a set of predetermined tones; wherein said outside recipient for determining whether said outside recipient is attempting to bridge said first communication connection with a second communication connection.

15 2. The method according to claim 1 wherein said first communication connection is interrupted in response to the sensing of said tones.

3. The method according to claim 1 wherein said attempts are recognized and reported.

4. The method according to claim 1 wherein said tones are dial tones.

20 5. The method according to claim 1 wherein said tones are ring tones.

6. The method according to claim 1 wherein said tones are busy tones.

7. The method according to claim 1 wherein said tones are DTMF tones.

8. The method according to claim 1 wherein said tones are SIT tones.

5 9. The method according to claim 1 wherein said tones are call progress tones.

10. The method according to claim 1 wherein the cadence of said tones is detected.

11. An apparatus for managing telephone comprising:

10 a first communication connection between a caller and a called party;

a tone monitor for monitoring said first communication connection, wherein said monitor is responsive to the occurrence of a pre-defined set of tones, and wherein said set of tones corresponds to attempts by said called party to connect said first communication connection with a second communication connection; and

a call handler activated by said tone monitor for preventing said first and said second communication connections from being connected.

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12. The apparatus of claim 11 wherein said first communication connection is interrupted in response to the sensing of said tones.

13. The apparatus of claim 11 wherein said attempts are recognized and reported.

14. The apparatus of claim 11 wherein said tones are dial tones.

15. The apparatus of method according to claim 11 wherein said 5 tones are ring tones.

16. The apparatus of claim 11 wherein said tones are busy tones.

17. The apparatus of claim 11 wherein said tones are DTMF tones.

18. The apparatus of claim 11 wherein said tones are SIT tones.

19. The apparatus of claim 11 wherein said tones are call 10 progress tones.

20. The apparatus of claim 11 wherein the cadence of said tones is detected.